

MADERA COUNTY
MENTAL HEALTH AIDE

DEFINITION

Under direct supervision of a mental health clinician, to partner with consumers and their families in providing assistance to the mental health system and other related county systems; to facilitate input from consumers, families, and the community regarding mental health issues; to prepare a variety of written materials including correspondence, narrative and statistical information/reports; to facilitate focus groups; and to do related work as required.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Represents and advocates for the interests and concerns of adults, children and families who receive mental health services in Madera County; possesses leadership skills and has significant experience as a consumer of public mental health services or as a family member of a consumer receiving public mental health services; partners with families to facilitate the integration of family and professional partnerships within the mental health system; promotes staff development activities that build staff competence in family-centered, recovery-based service provision, including staff understanding of family situations and conditions and consumer culture; assists families in accessing services for children by providing information regarding services available; educates families as to the limits of services; actively encourages the membership of families on the Mental Health Advisory Board and other Committees; recruits consumers and families to provide policy input which will enable the Mental Health system to be more responsive to the needs of consumers; develops and encourages participation in treatment within the mental health system; represents mental health families on community committees; develops and facilitates a county-wide Parent Support Group and focus groups; facilitates peer-to-peer assistance from within the support group; provides resources and opportunities to promote leadership development; provides forums for consumers and families in the mental health system; collects data from consumers regarding satisfaction with services and other mental health issues; prepares a variety of written materials including correspondence, narrative and statistical information/reports; conducts outreach to consumers, family members, and the community, and acts as liaison between families and the mental health system; develops linkage and consults with the mental health system and other community service providers; develops a quarterly parent newsletter; establishes a Parent Advisory Board; contributes technical assistance and family expertise to policy development and ensures that family input is solicited and included in evaluation of the organization and other services provided; develops activities which enable parents to participate in policy and program development; attends a variety of mental health meetings as required; participates in resolving complaints and grievances as required; obtains consumer and family input into program materials as needed.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Local resources including agencies, programs and organizations.
Policies and procedures of the Mental Health Department.
Public relations techniques.
Principles and procedures used in report preparation.
English usage, spelling, grammar, and punctuation.

Skill to:

Operate modern office equipment including computer equipment.

Ability to:

Work effectively with diverse populations, cultures and interest groups.
Work collaboratively with individuals from other agencies and programs.
Identify and support the strengths of individuals and families; support and encourage families to identify their strengths.
Perform general clerical work, including maintenance of records.
Gather information and prepare a variety of reports.
Communicate clearly and concisely, both orally and in writing.
Develop and maintain the confidence and cooperation of mentally and emotionally disturbed clients and families.
Maintain the confidentiality of client information.
Interact with families; plan and lead family activities.
Facilitate a support group. Recruit volunteers.
Establish, maintain and foster positive, effective, and harmonious working relationships with the general public, co-workers, and those contacted during the course of work.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Significant experience as a consumer of public mental health services or as a family member of a child receiving public mental health services.

Training:

Equivalent to graduation from an accredited high school.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid California Driver's License issued by the State Department of Motor Vehicles.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, and lift 25 lbs.; exposure to cold, heat, noise, outdoors, chemicals, and infectious diseases; ability to travel to different sites and locations; availability for varied work schedule, which may include evenings, weekends and holidays.

Effective Date: February, 2003